EMERGENCY

In an emergency, lift the handset and dial **911**. It is not necessary to dial a "9" first.

Always call your college Security office first if the emergency is not life-threatening. If you do call 911, notify your Security office immediately. This will help expedite emergency services and reduce confusion when paramedics or firemen arrive.

College Security Phone Number_____

Location_____

Notes / Phone Numbers

MCCCD

NEC D^{term}® Series E

TELEPHONE

USER'S GUIDE

VOICE

The VOICE feature enables you to make a “voice” announcement call to another phone on the same system. Your voice will be projected over the speaker of the station you call. The called party may converse with you without lifting the handset by activating the MIC key.

Note: Voice feature does NOT work network-wide.

To initiate a VOICE call (to someone at your location):

1. Depress the SPEAKER key or lift the handset.
2. Dial the desired station.
3. Depress the VOICE soft key while receiving ringback tone. As soon as dialing is complete, the called station will chime. Speak to the called party.
4. Called party can speak to you handsfree.

*Note: This is not a polite feature. User should be advised that it is intrusive.

Telephone User's Guide

NEC D^{term}® Series E

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July, 1998

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(there may be several phones in a pickup group), the call is transferred to your primary line. It then can be handled like any other incoming call (i.e., transferred, placed on hold, etc.).

To answer another person's phone within the pickup group:

1. Depress the SPEAKER key, or lift the handset.
2. Depress the PICKUP soft key.
3. Answer the call as you would any incoming call.

S&R

Save and Repeat (S&R) is a memory key that will store one telephone number up to 24 digits. The number you store under the S&R key will remain in memory until you use, erase, or reprogram the key. Once you press the S&R key to dial a number, you must press S&R again to restore the number to memory for future use.

To store a number in S&R:

1. Depress SPEAKER.
2. Dial the number you want to save.
3. Depress the S&R soft key.

To place a call using S&R:

1. Depress the SPEAKER key or lift the handset.
2. Depress the S&R soft key (system will dial the stored number).
3. Depress the S&R soft key to save the number for future dialing.

To erase of number stored in S&R:

1. Depress the SPEAKER key (receive dial tone).
2. Depress the S&R soft key (light will go out).
3. Depress the SPEAKER key.

1. Depress the Soft Key below “HEADSET” again. The primary extension LED will extinguish when HEADSET is deactivated.

HELP

Activation of the HELP key, in conjunction with depressing a Soft Feature key, will provide information about that key.

To activate HELP feature:

1. Depress the HELP key.
2. Depress the Soft Feature key you desire more information about.

MIC (Microphone)

The MICrophone key is used in conjunction with the SPEAKER key to participate in “hands-free” conversation.

To initiate a hands-free speaker call:

1. Depress the Soft key below “MIC” to activate the microphone. The MIC LED will illuminate when MIC is active.
2. Depress the SPEAKER key to initiate your call.

MUTE

Go off-hook or press SPEAKER key then press Soft key below “MUTE”. MUTE will flash and Voice Path is eliminated to the handset, headset or speaker.

PICKUP

This feature enables you to answer phones that do not appear on your terminal but have been programmed into a pickup group. When you answer a call in your pickup group

MCCCD Phone Numbers

Chandler Gilbert Community College..... 732-7000

Estrella Mountain Community College Center 935-8000

GateWay Community College..... 392-5000

Glendale Community College 435-3000

Maricopa Skill Center 238-4300

MCCCD Offices..... 731-8000

Mesa Community College 461-7000

Paradise Valley Community College..... 787-6500

Phoenix College 264-2492

Rio Salado Community College 223-4000

Scottsdale Community College 423-6000

South Mountain Community College..... 243-8000

Operators' number are provided for your convenience.
Please dial extensions directly whenever possible.

Main Voice Mail Number _____

INTRODUCTION

The telephones installed during the MCCCD Telecommunications Improvement Project are NEC Dterm Series E digital terminals. They are designed with dedicated function keys, programmable line keys, and soft feature keys and will work only with MCCCD's NEAX telephone system.

As always, you can call each Maricopa location by dialing the 5-digit extension number. Please be reminded, only dial "9" plus the number when you are dialing outside of MCCCD.

LONG-DISTANCE CALLS - BUSINESS

To place a long-distance call, it is necessary to have an authorization code. Long-distance calls may be placed from most telephones using your authorization code.

To place a long-distance call:

1. Dial 9 for an outside line.
2. Dial **1** and the number you are calling.
3. When you hear a fast busy signal, enter your 7-digit authorization code.

LONG-DISTANCE CALLS - INTERNATIONAL

1. Dial 9 for an outside line.
2. Dial the country code and number
3. When you hear a fast busy signal, enter your 7-digit authorization code.

LONG-DISTANCE CALLS - PERSONAL

All personal long-distance calls must be charged to your home or appropriate calling card, or placed collect to the called party.

To Use the Call Back Feature:

1. When you encounter a busy signal, press the soft key "CBack" button once (receive dial tone). Hang up the handset.
2. When your phone rings with the 3-series ring, lift the handset. Automatic call back will be initiated and you will hear the phone ring at the called station.

Note: A call back ring can be picked up only from the station initiating the call. Other stations with that line appearance cannot retrieve a call back call. Only one call back perphone can be set.

EXIT

The EXIT key is necessary to EXIT the HELP feature.

To exit the HELP feature:

1. Depress the EXIT key.

HEADSET

A headset device can be used with your terminal to allow for greater flexibility between telephone work and work requiring the use of your hands.

Note: Not all phones have been equipped with the "headset" soft key feature.

To activate the HEADSET:

1. Depress the Soft Key below “HEADSET”. The primary extension LED will illuminate when HEADSET is activated.

To deactivate the HEADSET:

2. Depress the desired SPEED DIAL key.
3. Enter the desired telephone number or feature code.
4. Depress the FEATURE key again to save the number.

To verify the speed dial set:

1. Depress the FEATURE KEY.
2. Depress the SPEED DIAL key.
3. Display indicates digits programmed.

To place a call using SPEED DIAL:

1. Depress the SPEAKER key, or lift the handset.
2. Depress the SPEED DIAL key.

Soft Feature Keys

Soft Feature keys are the triangular shaped keys at the upper portion of the NEC D^{term} Series E digital terminal. These keys are used to activate additional features programmed on your terminal.

CALL BACK

Call back is used when you, the caller, dial a phone on the MCCCD network and encounter a busy signal. By using call back, you program the system to call you back when both phones are idle. When both your line and the called station line are clear, your telephone will ring in a series of three rings. When you lift the handset, the system redials the called number. You can choose to ignore a call back if, for example, you arebusy when your phone rings. It will stop ringing after a few seconds.

TELEPHONE FEATURES

The *Telephone User's Guide* is arranged alphabetically by terminal (phone) feature for easy reference.

Function Keys

ANSWER

The ANSWER feature allows the console operator to notify you that you have another call waiting. You will hear two short tones and the ANSWER indicator will light. The ANSWER button enables you to toggle back and forth between two calls (similar to call waiting).

To Receive a Call with the ANSWER Button:

1. Ask the party you are speaking with to hold.
2. Depress the **ANSWER** button once (first call is placed on hold).
3. Receive second call.

CONFERENCE CALLING

Conference enables you to turn a two-way conversation into a three-way conference call. You can conference call with people within or outside MCCCD. If all three stations are within the MCCCD, any one station can hang up and the other two stations will still be connected.

To establish a three-way conference call from an existing two-way call:

1. Press the **TRANSFER** button once (receive dial tone).
2. Dial the number of the third party.
3. When third party answers, press the **CONF** button once.

Note: The LED CONF display will light on each telephone instrument included in a conference call.

FEATURE

The feature key is used to activate terminal setup functions and to program one-touch speed dial keys. By depressing FEATURE plus a number, your terminal will perform specific activities.

FEATURE + 1 = Turns microphone on or off.
FEATURE + 2 = Adjusts handset receiver volume
FEATURE + 3 = Selects ringer tone
FEATURE + 4 = Adjusts transmission/receiving volume
FEATURE + 5 = Activates hands-free operation
FEATURE + 6 = Deactivates hands-free operation.
FEATURE + 7 = Turns call indicator lamp on or off for in coming call notification.

HOLD

To place a call on HOLD:

1. Depress the **HOLD** button once.
2. Replace the handset in the cradle.

Calls may not be left on Hold for longer than approximately 2 minutes. The NEAX is programmed to "remind" you that there is a call on hold and will return the call to you with a series of short, steady rings.

To retrieve a call placed on HOLD:

1. Lift the handset.
2. Depress the "held" line key.

HOLD, EXCLUSIVE

Exclusive Hold enables you to place a call on hold and prevent other stations with that line appearance from retrieving the call. The call can be retrieved only from the station that placed it on hold.

FWD-NA: (Forward No Answer) This feature, when activated (or set), forwards incoming calls to the destination assigned by the user when the terminal is left unanswered after 3 rings.

To activate any of the Forward features:

1. Depress the SPEAKER key or lift the handset.
2. Depress the FWD line key you choose to activate
3. At the tone, enter the forward destination number (FWD Set will appear on the LCD).
4. Depress the SPEAKER key or return the handset to the cradle (The LED will light indicating the feature has been activated).

To cancel any Forward feature:

1. Depress the SPEAKER key or lift the handset.
2. Depress the activated FWD line key (FWD CNCL will appear on the LCD).
3. Depress the SPEAKER key or return the handset to the cradle.

Note: Any combination of forwarding features can be used, however, FWD-All (Forward All) will override the other two forward features.

SPEED DIAL

You can store numbers (up to 24 digits) of your choice and reprogram them as often as you please. The numbers remain stored in memory until you reprogram them. Any unused line appearance key may be used as a user defined speed dial key.

To program SPEED DIAL numbers:

1. Depress the FEATURE key.

Call indicator lamp: Lamp at top corner of terminal display flashes when a call terminates to the terminal. Lamp lights steadily when a message has been left. This will indicate if you have voice mail waiting.

LCD (Liquid Crystal Diode): Display provides terminal activity information plus date, time, and Soft key operation.

LED (Light Emitting Diode): Some function keys have a built-in LED that lights or flashes according to the activity of that function key.

MIC (Microphone) lamp: Lamp displays the status of the built-in microphone used for hands-free operation.

Programmable Keys

The following are D^{term} features available by pressing the programmable keys. The user may program some features, other features must be programmed by the telephone system administrator.

CALL FORWARD

Call forwarding enables you to forward your telephone calls to the destination of your choice. You may want to forward your calls to another station, the Voice Messaging Center (x18866), or a number outside of MCCCD. All MCCCD NEC D^{term} Series E digital terminals have been programmed with the following Forward features:

FWD-ALL: (Forward All) This feature, when activated (or set), forwards ALL incoming calls to the destination assigned by the user.
FWD-BY: (Forward Busy) This feature, when activated (or set), forwards incoming calls to the destination assigned by the user when you are using the phone.

To place a call on exclusive hold, press the **HOLD** button twice.

To retrieve a call on exclusive hold, lift the handset and press the held line key.

RECALL

The RECALL button clears the line and returns dial tone. It has the same effect as replacing the handset in the cradle and then lifting it again to receive dial tone. For example, if you dial a wrong number, you can clear the call and reclaim dial tone by depressing **RECALL** once.

REDIAL

The REDIAL key allows you to call a number previously dialed. By depressing the REDIAL key, you can scroll through previously dialed numbers until you locate the number you desire.

1. Depress the REDIAL key.
2. Depress the "*" key to activate dialing.

SPEAKER

The Speaker button allows you to initiate a phone call without lifting the handset. (For information about a hands-free conversation, see section entitled "MIC')

To use the SPEAKER button:

1. Depress the **SPEAKER** button once (receive dial tone).
2. Dial the number (hear called station ringing and party answer).
3. If you encounter a busy signal or no answer, depress the **SPEAKER** button once to cancel the call.

TRANSFER

The transfer feature allows you to transfer a call to another station. You can transfer a call to another station on campus, a station at another campus or District Office, or a number outside the MCCCD.

To transfer a call:

1. Depress the **TRANSFER** button once. Do not place a call on hold (receive service tone).
2. Dial the transfer number and stay on the line. Three things may happen when you transfer a call:

    1. The party at the transfer station will answer. You then may converse with the person at the transfer station (i.e. "I have a transfer call for you"). The caller you are transferring has been placed "on hold" by the system and cannot hear your conversation (exception: calls being transferred to the console operator are not placed on hold, and the caller will hear everything you and the operator say). After announcing the call, hang up. The call will then be connected to the transfer station.

    2. You will encounter a busy signal or no answer at the transfer station. To retrieve a transfer call, depress the **TRANSFER** button once. You will be reconnected to the caller and then can try another station or ask the caller to place the call later.

    3. You may inadvertently dial the wrong number. If you realize you have dialed the wrong number before the transfer station answers, depress the **TRANSFER** button once to cancel the transfer and retrieve the call. If the party at the "wrong" station answers, ask them to hang up, and you will be reconnected to the caller.

Note: If you transfer a call and do not stay on the line to ensure that the transfer was completed, the call may be returned to you. For example, if the transfer station is busy and you hang up without realizing it is busy, automatic call back will be initiated and the call will be returned to your station. The same thing happens if there is no answer at the transfer station; automatic call back will be initiated.

To transfer a call to another station location within the District, use the 5-digit extension.

To transfer a call to a number outside the District, dial **9** and then the transfer number.

UP/DOWN

The UP/DOWN key is an adjustment feature. This function key allows you to adjust the contrast of the LCD display, adjust the speaker/receiver volume, and allows you to adjust the ringer volume of your terminal.

To adjust the LCD Contrast:

1. Depress the Up or Down arrow key when the terminal is idle.

To adjust the Speaker/Receiver Volume:

1. Depress the Up or Down arrow key during conversation.

To adjust the Ringer Volume:

1. Depress the Up or Down arrow key during ringing.

The NEC D^{term} Series E digital terminals have several indicator lamps. An explanation of the different lamps is as follows: